



Working better together  
for our residents

# Repairs Inspector

## > Operations > Repairs

### What's it all about

As a Repairs Inspector, you will provide support to ensure all our repairs adhere to the perfect journey, that our residents need only ask once, and we fix failure fast when exception cases occur. As the point of operational delivery, you will collaborate with teams across NHG to enhance the safety of our homes, you will help to ensure compliance with regulatory requirements.

The role goes beyond reporting what has happened, it puts our residents at the heart of what we do, maintain and caring for our homes and, collaborating with colleagues to achieve the best outcomes for our residents.

### How you'll make a difference

- Ensuring our contractors and suppliers are providing a consistently high-quality repairs service that delivers against the six customer priorities in the customer strategy.
- Delivering well cared for homes and places where residents feel safe and a sense of pride through top class contract management.
- A responsive service, where staff and resident queries and complaints are actioned thoroughly, timely and learnings are taken from feedback.
- Support the continuous improvement of a best in class repairs service to meet out targets and fix failure fast.
- Ensure repair specifications and works orders are scoped accurately to deliver value for money and avoid unnecessary expenditure.
- Provide robust technical oversight so that costs are proportionate to the works required and in line with NHG standards.
- Ensure compliance through a comprehensive understanding and adherence to relevant statutory and regulatory requirements, including understanding of the Building Safety Act, Consumer Standards, financial regulations, and Health and Safety compliance within NHG's policies and procedures.

- Hybrid arrangements - at least three days a week in an office or in a community/site based/partnership setting. On other days, working from home may be possible, depending on the work needed and the interaction required.

### How you'll do it

- Assist the Regional Repair Lead, Surveyors and Local Officers in the management of responsive repairs, kitchen and bathroom as well as planned and cyclical referrals.
- Combine technical expertise with a good understanding of the profile of the properties within your patch and contractors who service them.
- Provide a simple and straightforward diagnosis for reactive repairs, preparing reports in clear, easy to understand terms, along with specifications and recommendations in line with NHG policies
- Contribute to the implementation of effective repair monitoring systems and processes through the continual oversight of the quality and success of all responsive repairs. Draw insights from quality analysis to identify trends and raise concerns with contractors and our contract management team.
- Manage a mid- and post- inspection regime for your patch, ensuring that works are on track, compliant, and within budget. taking ownership where works are not to a good standard and seen through to successful conclusion
- Use thorough understanding of the NHG quality standards to take ownership of resolution of technical complaints in a way that is fair, efficient, and in line with the NHG complaints process, ensuring outcomes are understood and trusted by residents.
- Ensure personal compliance with Health & Safety regulations and regularly check

contractors are working in line with Health & Safety and Building Safety legislation. Document and escalate safety critical issues immediately.

- Provide oversight and controls of repair order variations and escalations to ensure costs are fair and accurate to delivery value-for-money for our customers .
- Support the preparation of overall stock condition inspections or undertaking local initial surveys for reactive or planned works, including joint inspections with residents and contractors where appropriate.
- Work with all stakeholders and contractors to ensure all KPI's are met and processes and procedure are adhered to.
- Collaborate across Operations to support colleagues to engage with, and understand repair process. Share information on repairs performance and involve colleagues in recommending actions to be taken
- Contribute to the operational risk management activities within your team and the broader directorate.
- Assist with management of contractor competency in line with Building Safety legislation. Monitor agreed key performance indicators (KPI's) for both contractors and consultants, challenging on quality, time and costs during pre-, mid- and post-inspections, ensuring variations are justified and deliver value.
- Attend contractor meetings as required. Contribute technical evidence to contractor performance reviews, highlighting trends in cost effectiveness and quality.
- Translate technical findings into plain language for residents.
- Ensure works comply with all relevant regulations including but not limited to Building Regulations, Construction (Design and Management) Regulations 2015, Awaabs Law, Asbestos regulations, Homes (Fitness for

Human Habitation) Act 2018, and Housing Health and Safety Rating System (HHSRS).

### Cross organisational working

- Foster effective working with the Operational, Assets and Places & Estates teams, along with in house and external contractors to ensure properties and places are well maintained now and in the future.
- Ensure you act as the resident champion and advocate across all teams at NHG, escalating where necessary to deliver resident focussed outcomes
- Work with Central Services teams (HR, IT, etc) to develop strategies to improve service quality and delivery

### General

- Ensure you follow the financial regulations, policies and procedures at NHG.
- Ensure you follow relevant Health & Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health & safety of others.

## All about you

### Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#). This role is at **staff** level.

### **Essential knowledge, experience and skills including qualifications and professional membership**

Pending confirmation of legislative changes, this role may require a qualification to demonstrate competence. If not already qualified, there may be an expectation to study towards a professional qualification.

This role is subject to a **basic** criminal record check (CRB) issued by the disclosure and barring service (DBS)

#### **Essential**

- Knowledge of building pathology (e.g. damp, subsidence, roofing defects).
- Experience of working within the repairs sector, carrying out pre, post audit and quality inspections
- Experience in interpreting and formulating specifications and technical manuals, managing schedules of works and technical diagnosis
- Experience of contractor management, budget awareness and assessment of variations against technical requirements
- Experience of writing and disseminating technical reports
- Good understanding of the relevant legislation, statutory and regulatory requirements
- IT literacy specific to repairs systems (e.g. Workwise or similar) for logging inspections and monitoring repairs

#### **Desired**

- DEA/FRA assessor trained
- Recognised HND technical qualification (eg. building surveying or member CIOB)